



October 26, 2004

Ms. Daphne B. Werts
Information Resource Consultant I
Public Service Commission
State of South Carolina
PO Drawer 11649
Columbia, SC 29211-1649

**RE: CONFIRMATION OF RECEIPT OF PROTEST LETTER AND HEARING
NON-PARTICIPATION.**

DOCKET 2004-178-E: Application of SCE&G for Rate Adjustment

Dear Ms. Werts:

Thank you for your confirmation of receipt of the protest/complaint letter of September 22, 2004 and your suggestion that hearing attendance may be in order.

I do not wish to testify during the hearing, as I am sure the issues I've addressed will be covered adequately by all involved.

Further, the written word lasts far longer than the spoken word, there to be highlighted at a later date should confusion or inaction be evident.

The primary purpose of the protest was to highlight the customer service record of SCANA in several venues, such as:

- 1) That our service is abysmal, driven primarily by reactionary instead of preemptive maintenance, precipitating many, many outages, driving cost up.
- 2) That the issue of insufficient return on investment was not supported by the evidence; SCANA is generating roughly 16% profit, while the rest of the regional suppliers profits are in the 4% - 12% range -- INDEPENDENT of their size.
- 3) That SCANA and SCE&G's stock are both higher valued than other regional electric providers.
- 4) That there is no secret recipe for electric generation.
- 5) That the cost of electric distribution is dependent solely upon the company structure and management.

- 6) That NO government subsidy exists that precipitates lower rates for Electric Membership Companies' or co-op's customers, rather that the large companies actually receive GREATER per-customer support from the government.
- 7) That SCE&G's electric rates, in general, are typically **TWICE** that of equivalent companies, even though there is no real difference in operating methodologies.
- 8) That, as an individual trained in Electrical Engineering, and a native of South Carolina, I am capable of such analysis.

I would have liked to have pointed out that, back in the early 1990's when Georgia opened its doors to natural gas brokerages, SCANA threw a customer recruiting cook-out at Stone Mountain Park east of Atlanta, and that the customers of South Carolina funded this Georgia cook-out. I was, however, unable to find any records of this event, even though I recall vividly the direct mail requests, and advertising on radio, television, and newspapers.

Again, thank you for your attention to this matter. Please add this letter to the other information, as it contains nothing omitted from the original protest except as indicated.

Sincerely,

A handwritten signature in black ink, appearing to read "Geoffrey K. Harrison". The signature is fluid and cursive, with a large, stylized "G" and "H".

Geofferey K. Harrison

2403 Rigby Drive
Columbia, SC 29204-2643